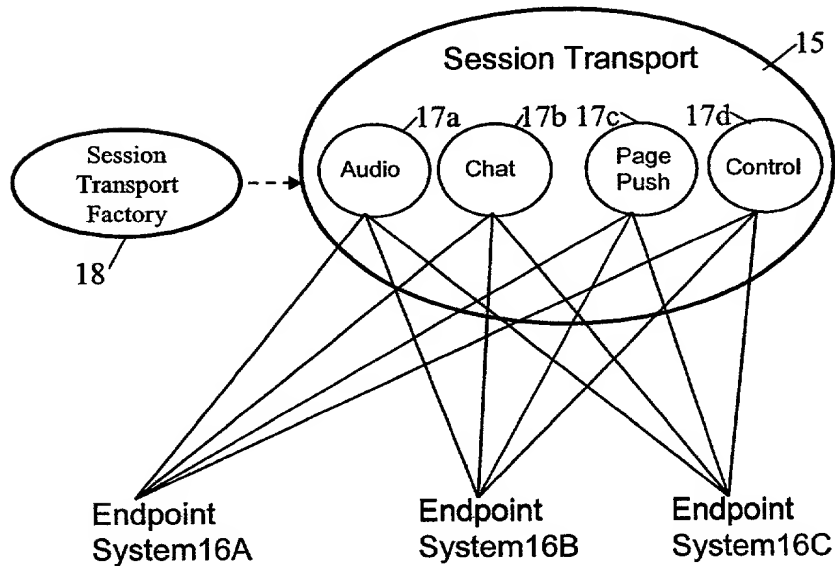


**Figure 1**



**Figure 2**

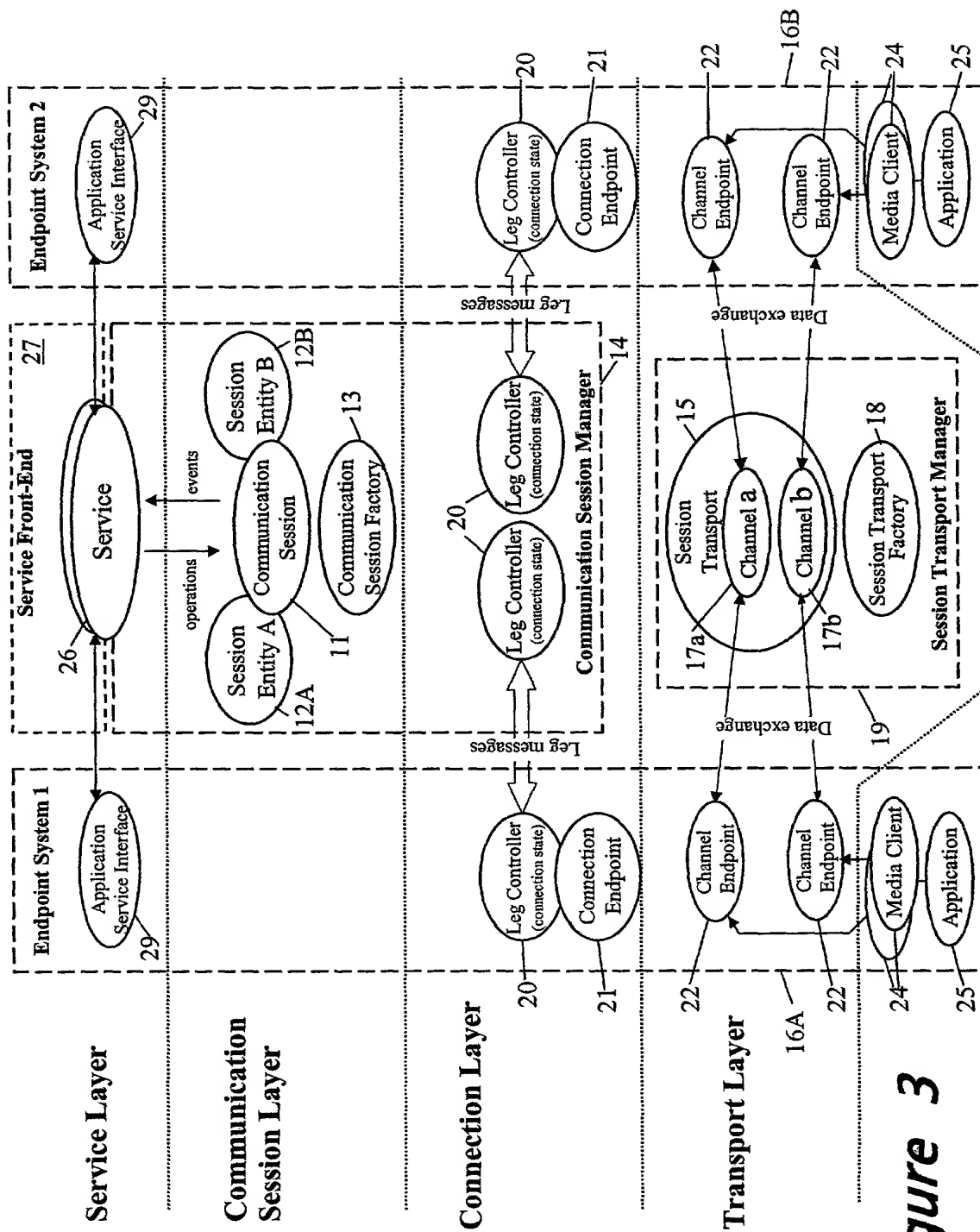
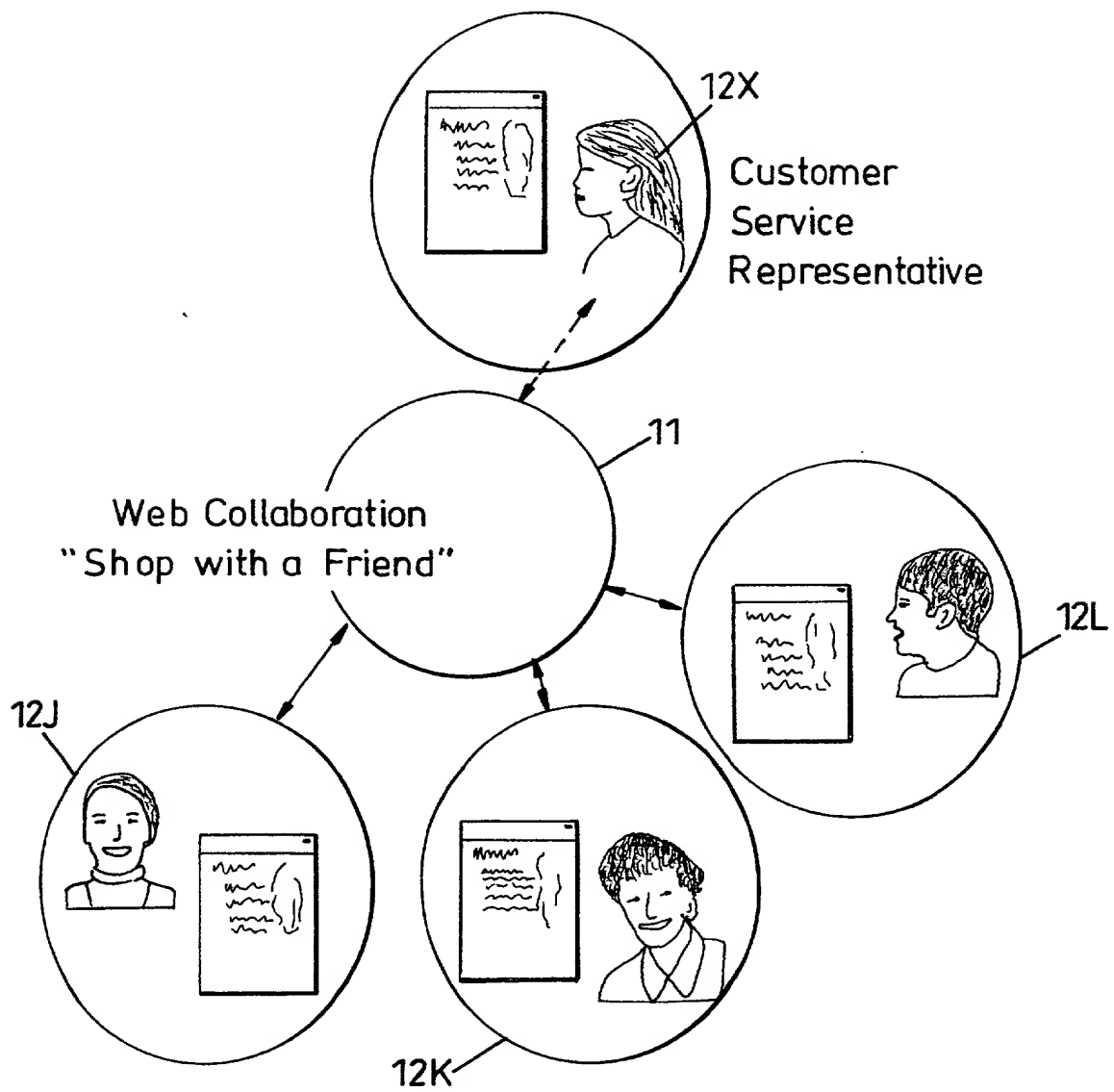
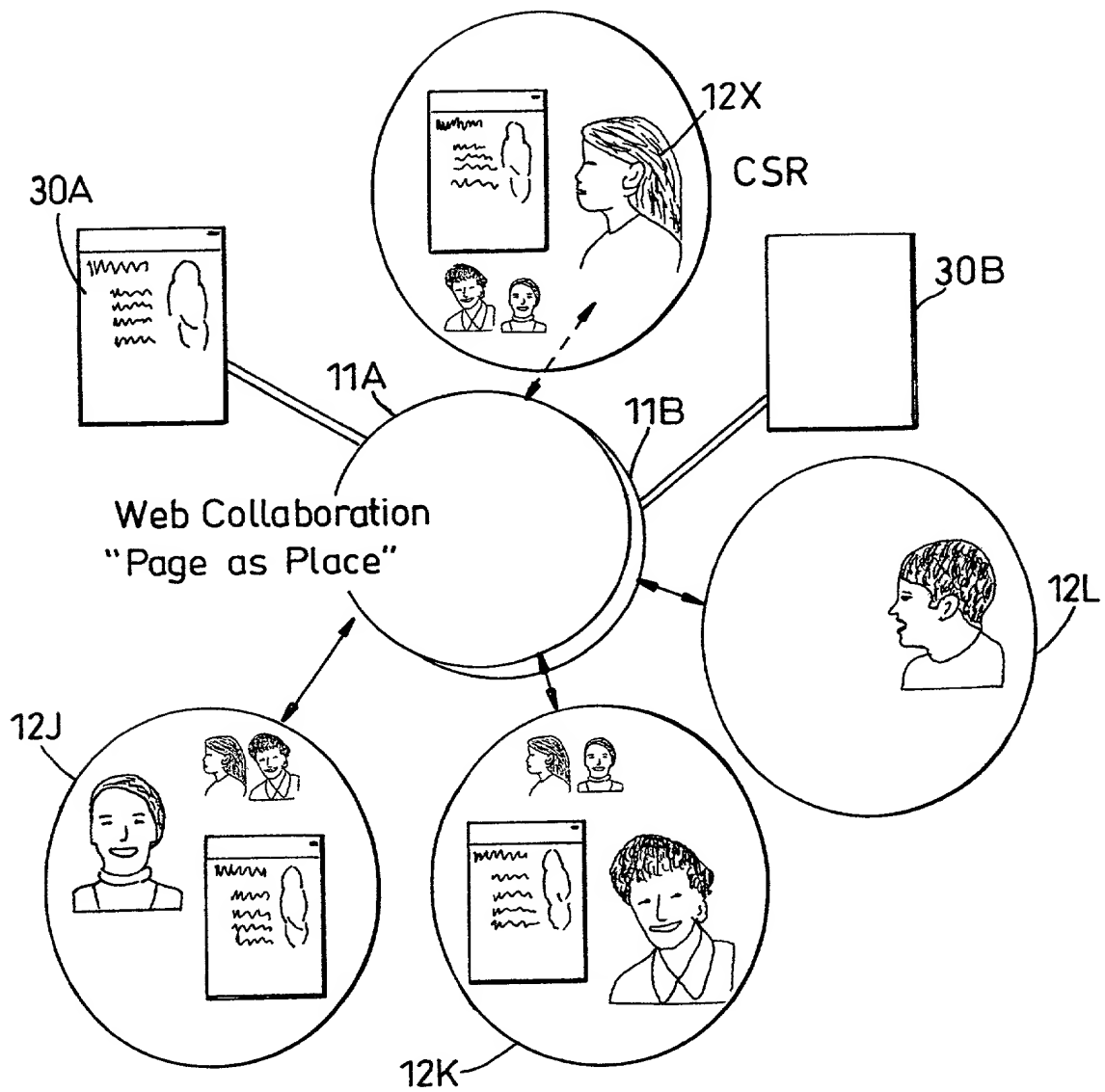


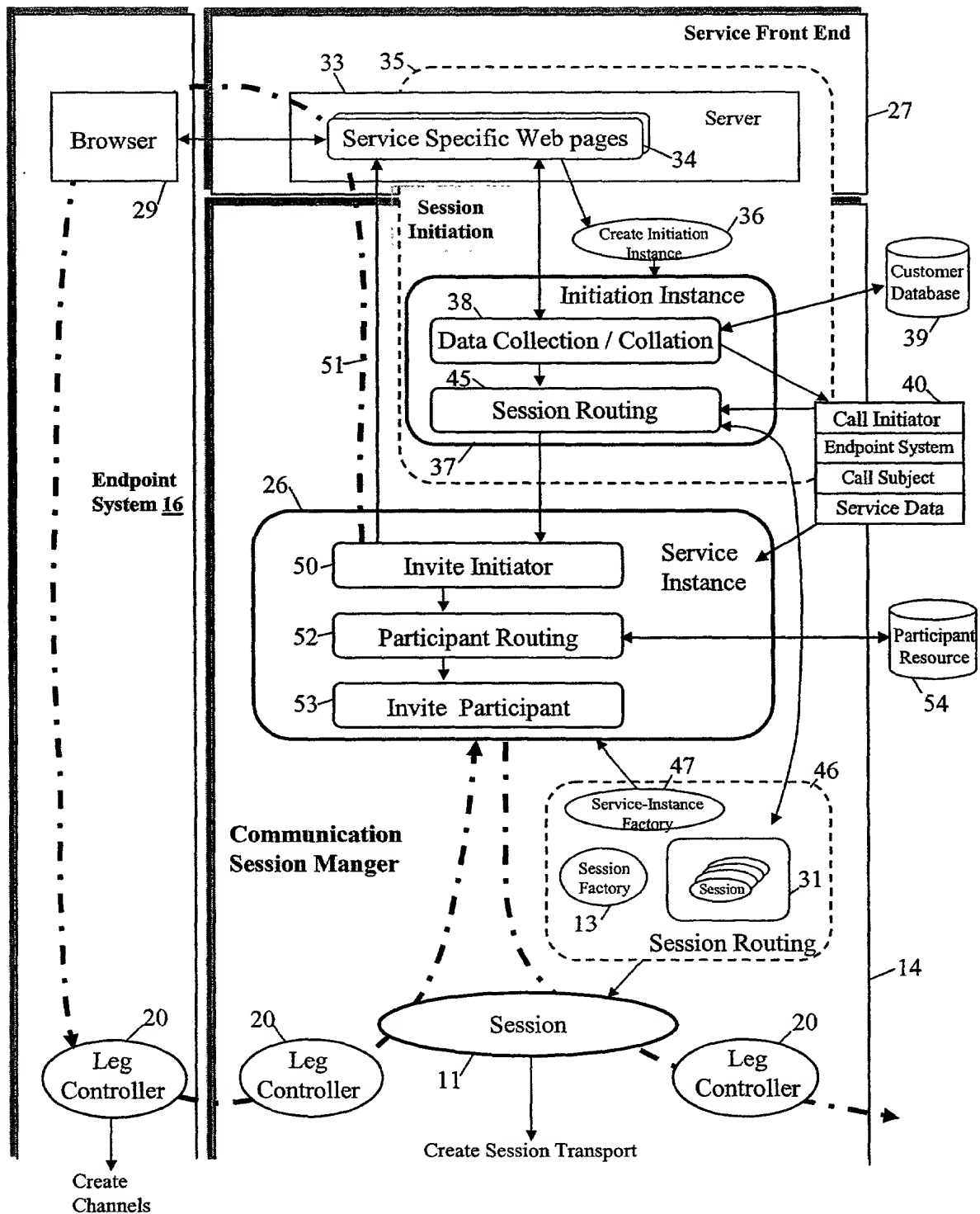
Figure 3



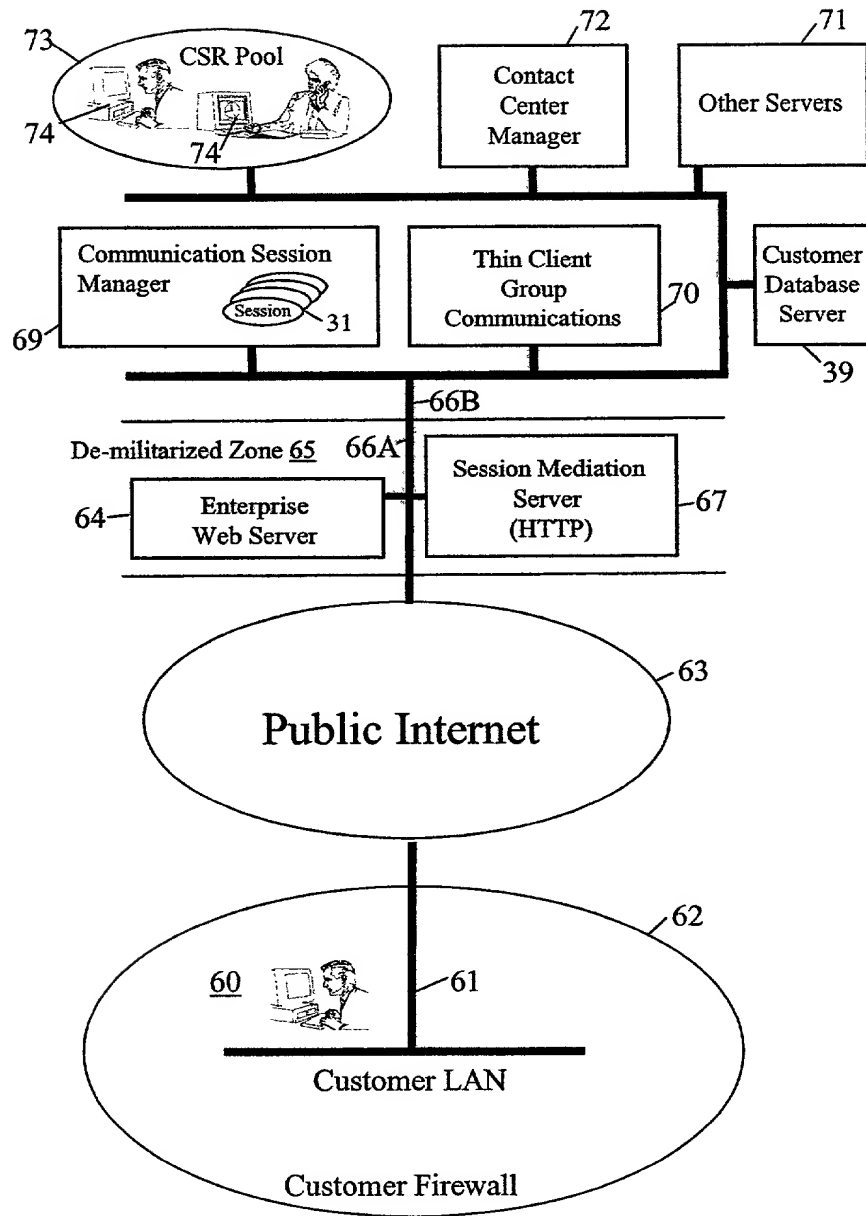
**Fig. 4**



**Fig. 5**



**Figure 6**



**Figure 7**

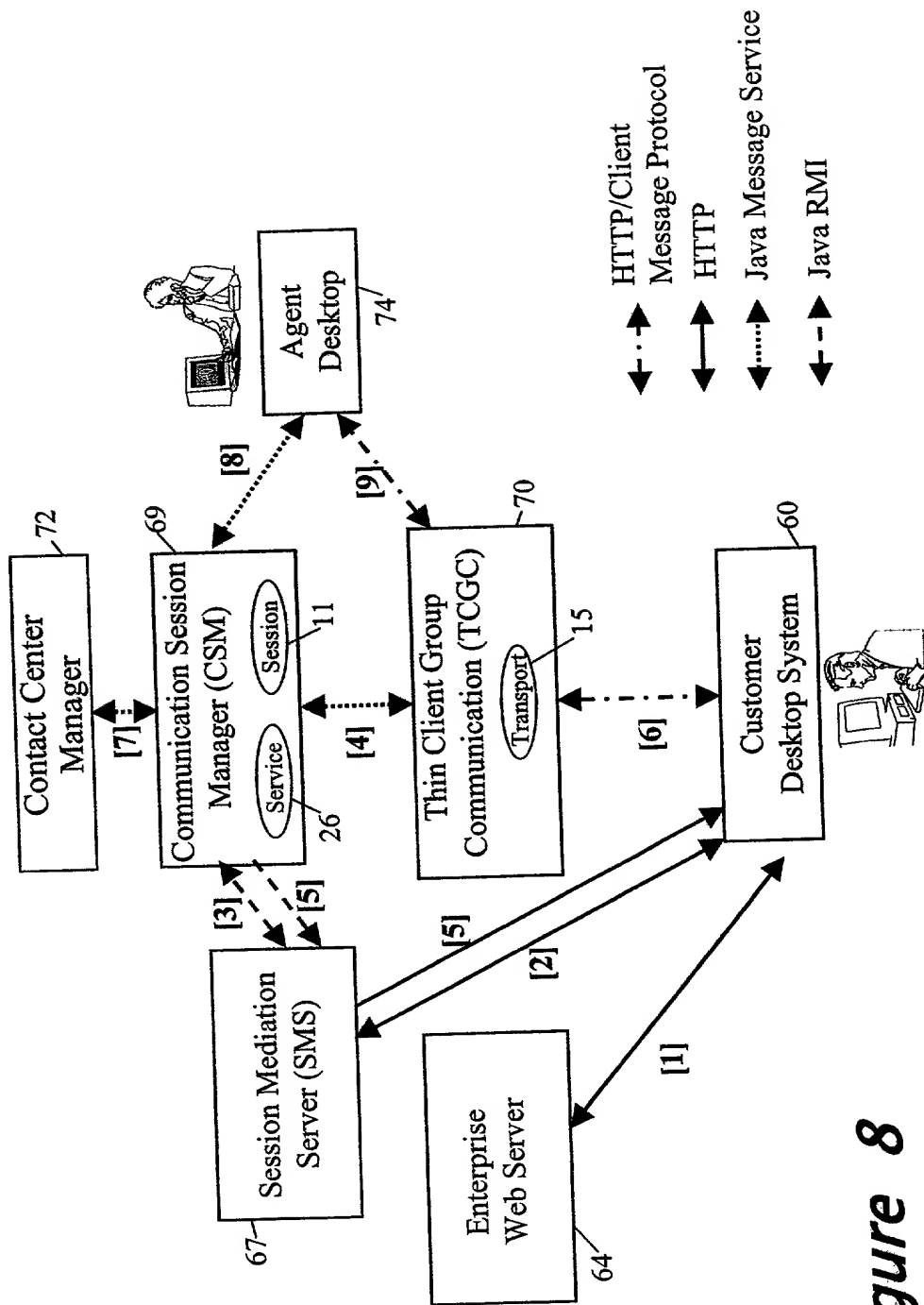
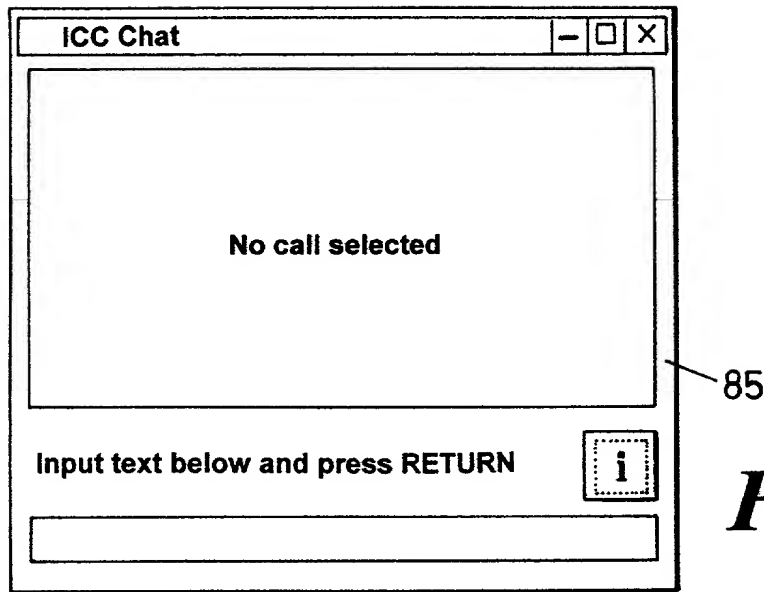


Figure 8

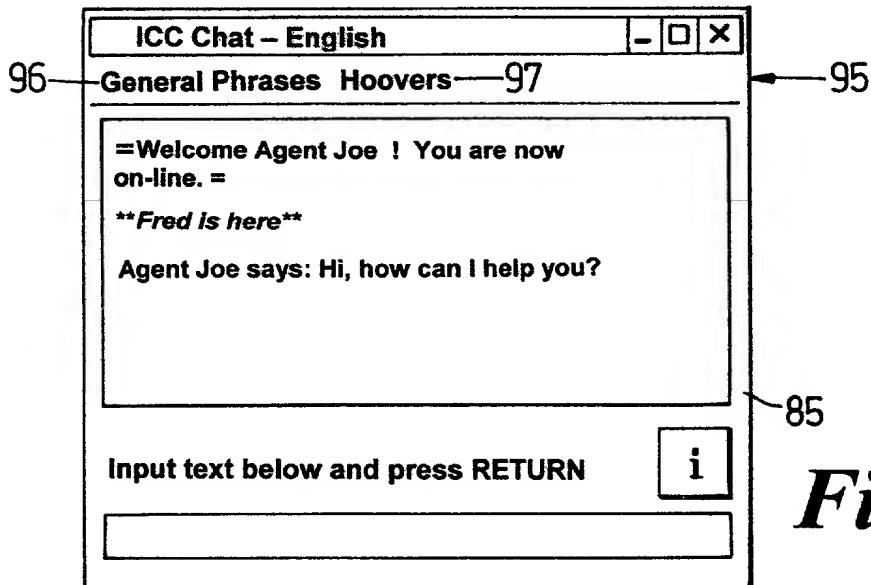
87

38

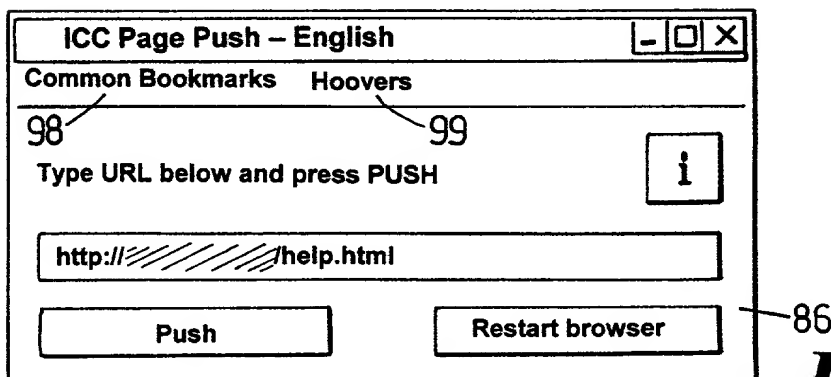




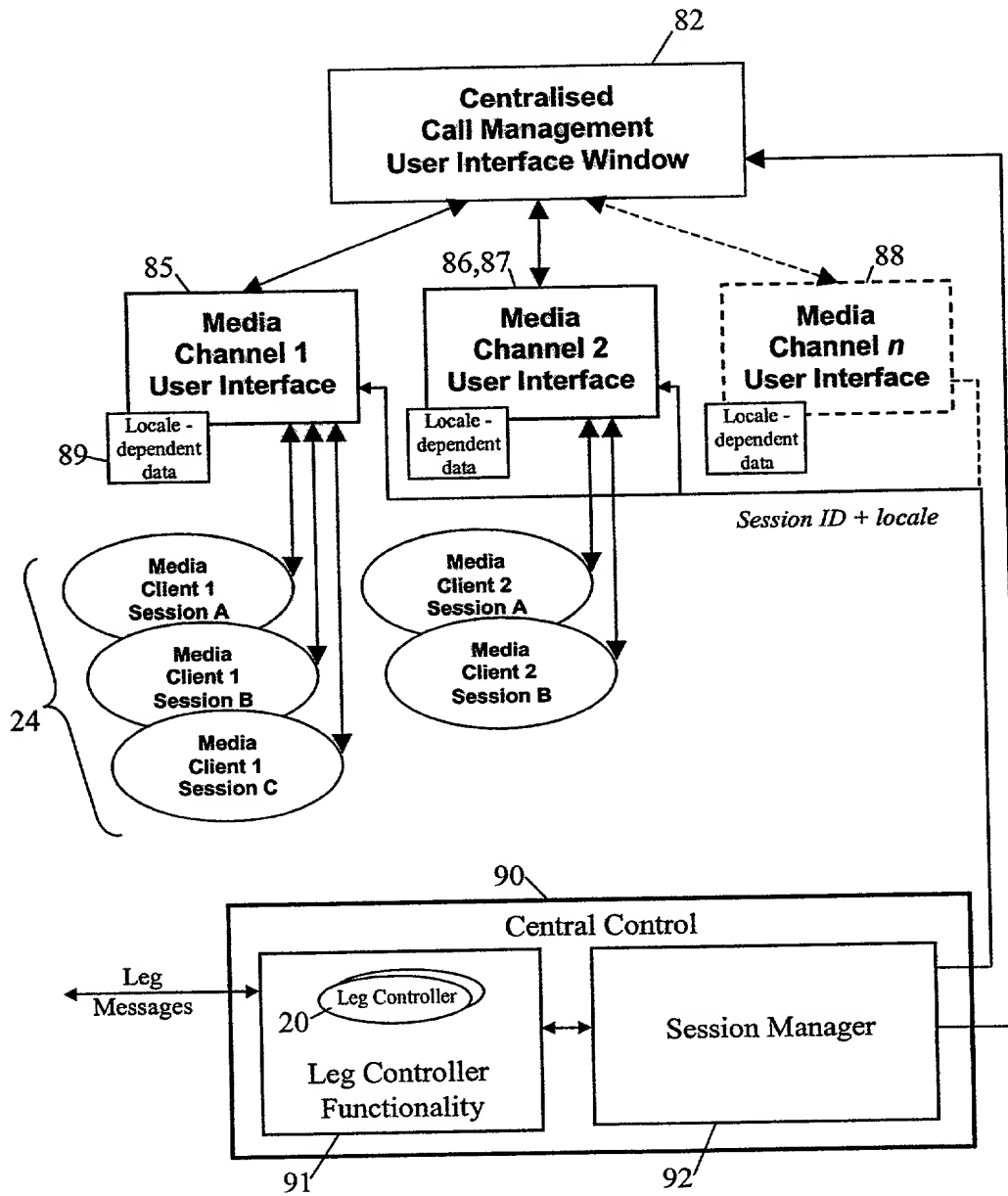
*Fig. 10*



*Fig. 11*



*Fig. 12*

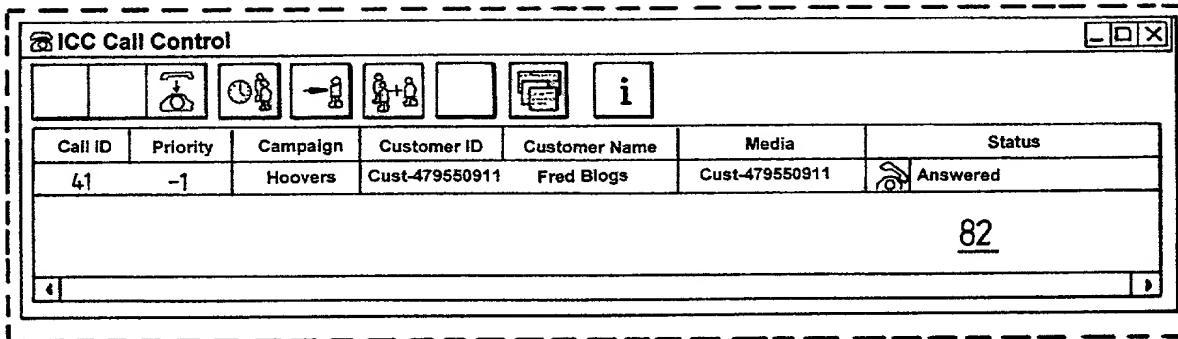


**Figure 13**

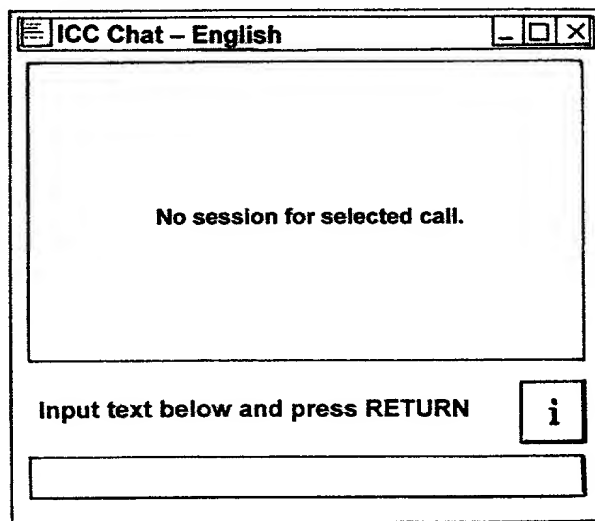
Parameter	Estimate	Standard Error	z	P
Intercept	0.00	0.00	0.00	0.00
Age	0.00	0.00	0.00	0.00
Gender	0.00	0.00	0.00	0.00
Education	0.00	0.00	0.00	0.00
Income	0.00	0.00	0.00	0.00
Health	0.00	0.00	0.00	0.00
Marital	0.00	0.00	0.00	0.00
Religion	0.00	0.00	0.00	0.00
Occupation	0.00	0.00	0.00	0.00
Residence	0.00	0.00	0.00	0.00
Time	0.00	0.00	0.00	0.00
Constant	0.00	0.00	0.00	0.00
Overall	0.00	0.00	0.00	0.00
Adjusted	0.00	0.00	0.00	0.00
Model	0.00	0.00	0.00	0.00
Sum of Squares	0.00	0.00	0.00	0.00
Mean Square	0.00	0.00	0.00	0.00
F	0.00	0.00	0.00	0.00
P	0.00	0.00	0.00	0.00
Correlation	0.00	0.00	0.00	0.00
Coefficient	0.00	0.00	0.00	0.00
Standard Error	0.00	0.00	0.00	0.00
t	0.00	0.00	0.00	0.00
P	0.00	0.00	0.00	0.00
Confidence Interval	0.00	0.00	0.00	0.00
Lower Bound	0.00	0.00	0.00	0.00
Upper Bound	0.00	0.00	0.00	0.00
Model	0.00	0.00	0.00	0.00
Sum of Squares	0.00	0.00	0.00	0.00
Mean Square	0.00	0.00	0.00	0.00
F	0.00	0.00	0.00	0.00
P	0.00	0.00	0.00	0.00
Correlation	0.00	0.00	0.00	0.00
Coefficient	0.00	0.00	0.00	0.00
Standard Error	0.00	0.00	0.00	0.00
t	0.00	0.00	0.00	0.00
P	0.00	0.00	0.00	0.00
Confidence Interval	0.00	0.00	0.00	0.00
Lower Bound	0.00	0.00	0.00	0.00
Upper Bound	0.00	0.00	0.00	0.00

ICC Call Control				
Call ID	Priority	Campaign	Customer ID	Customer Name
39	-1	Hooovers	cust-479550911	Fred Bloggs
			Media	Status
				Normal call
<div style="text-align: center;">82</div>				
<div style="text-align: right;"> </div>				

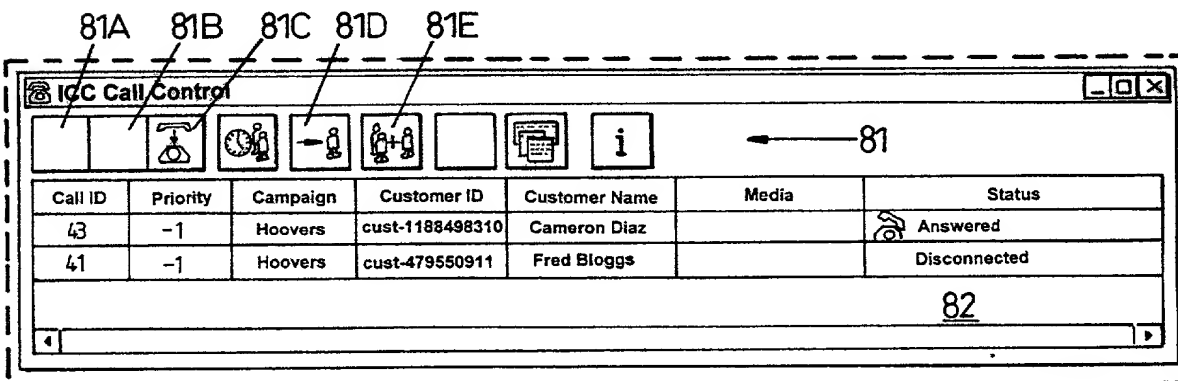
**Fig. 14**



**Fig. 15**



**Fig. 16**



**Fig. 17**

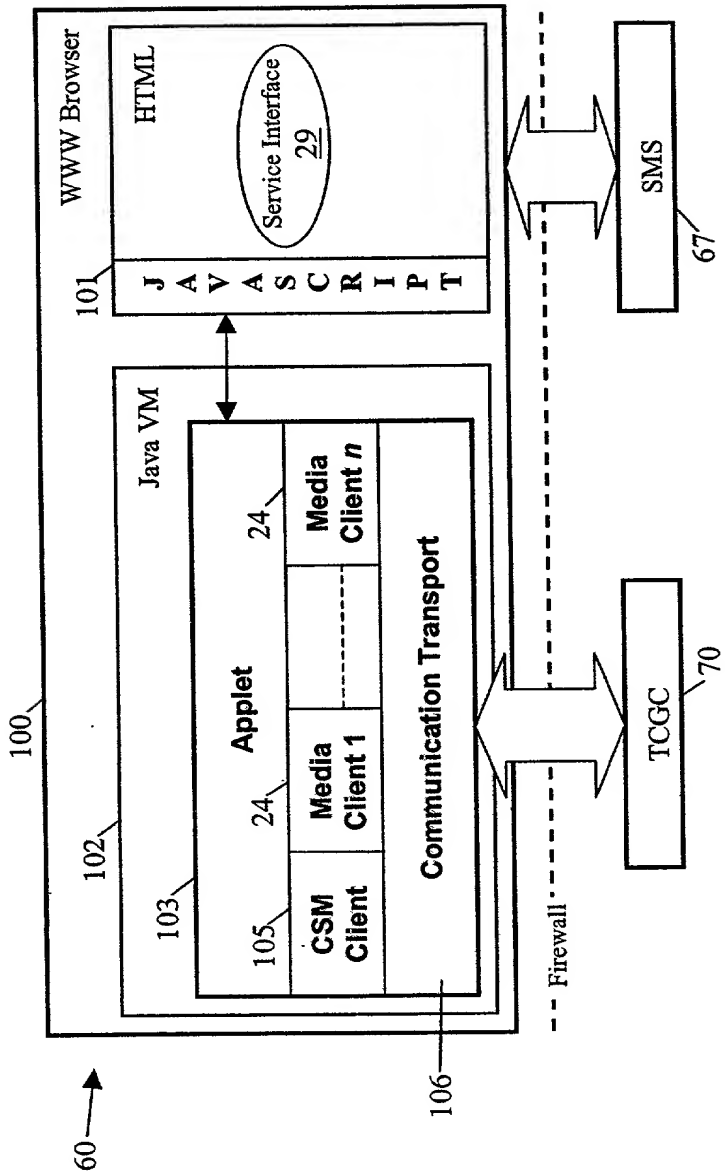


Figure 18

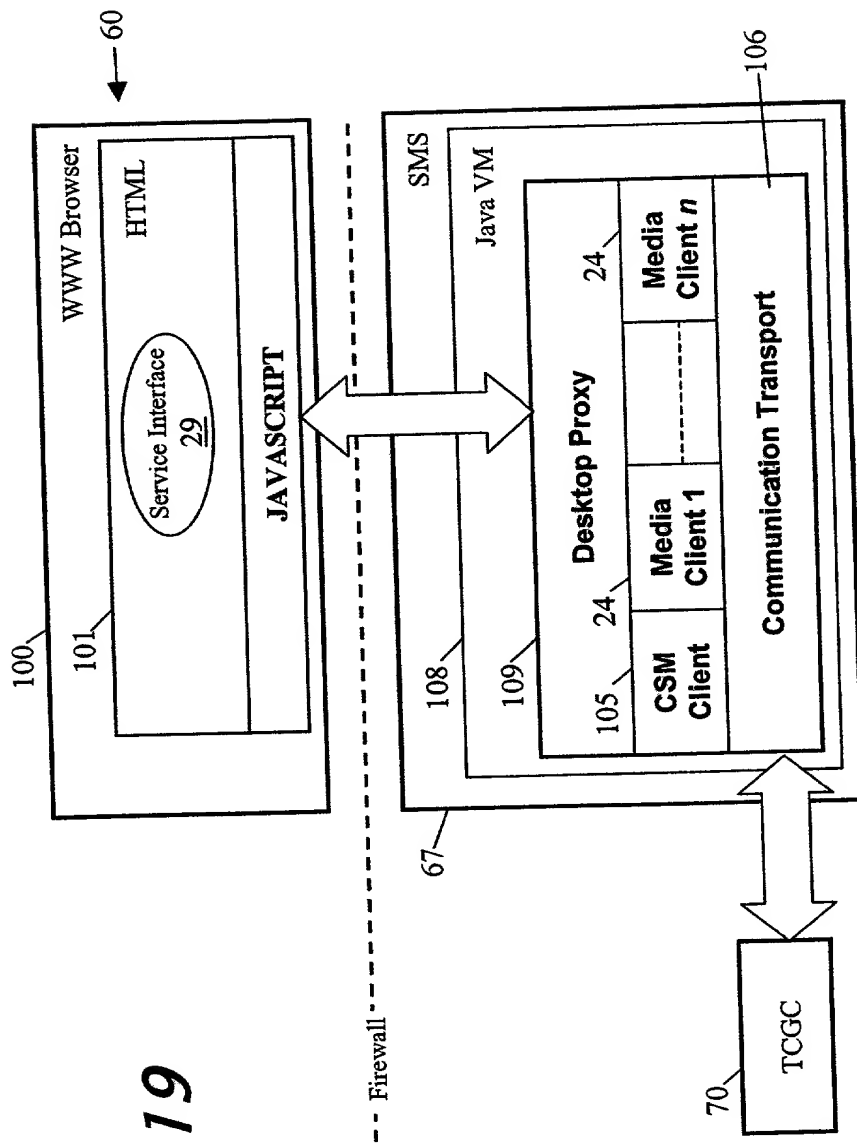


Figure 19

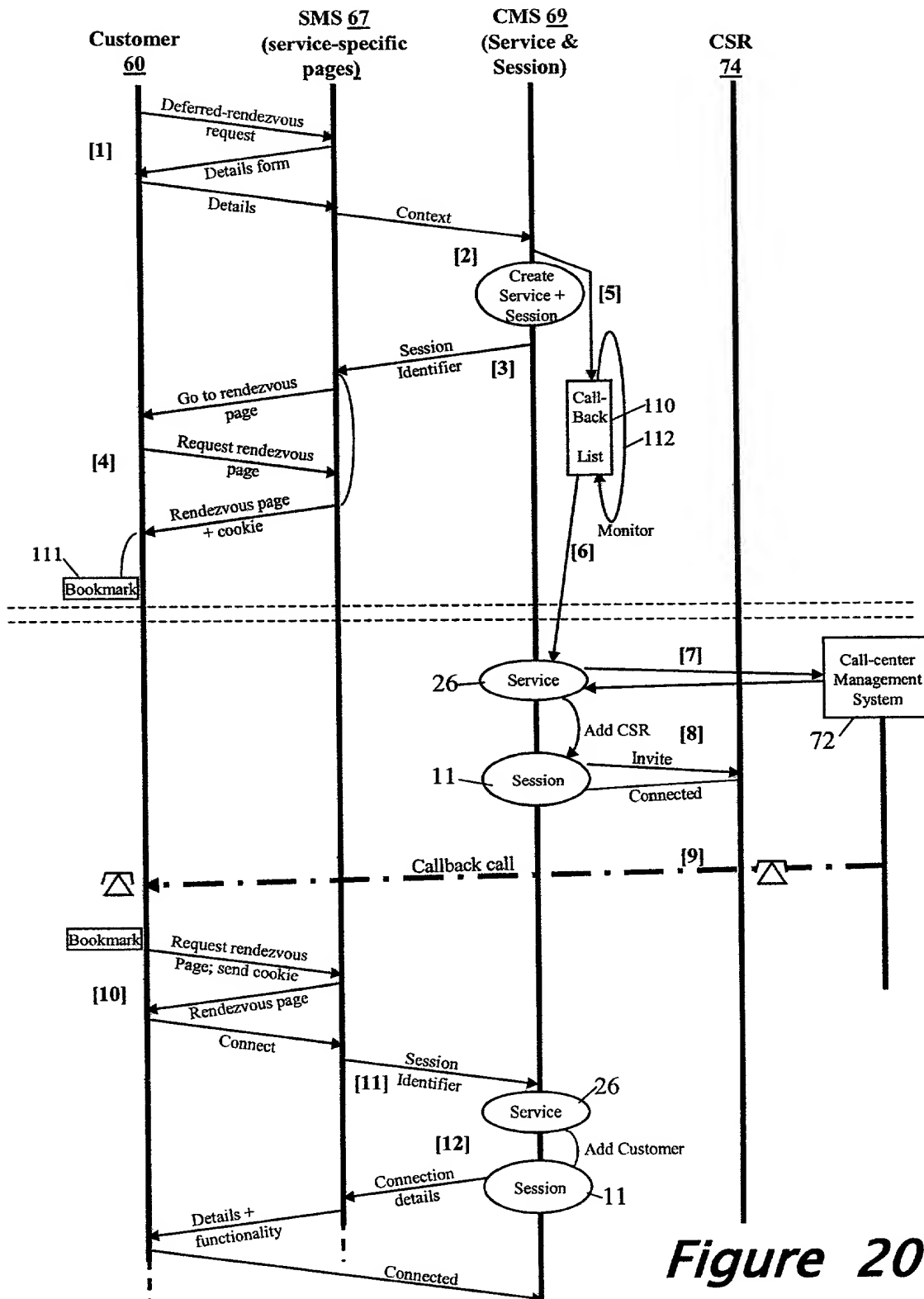


Figure 20

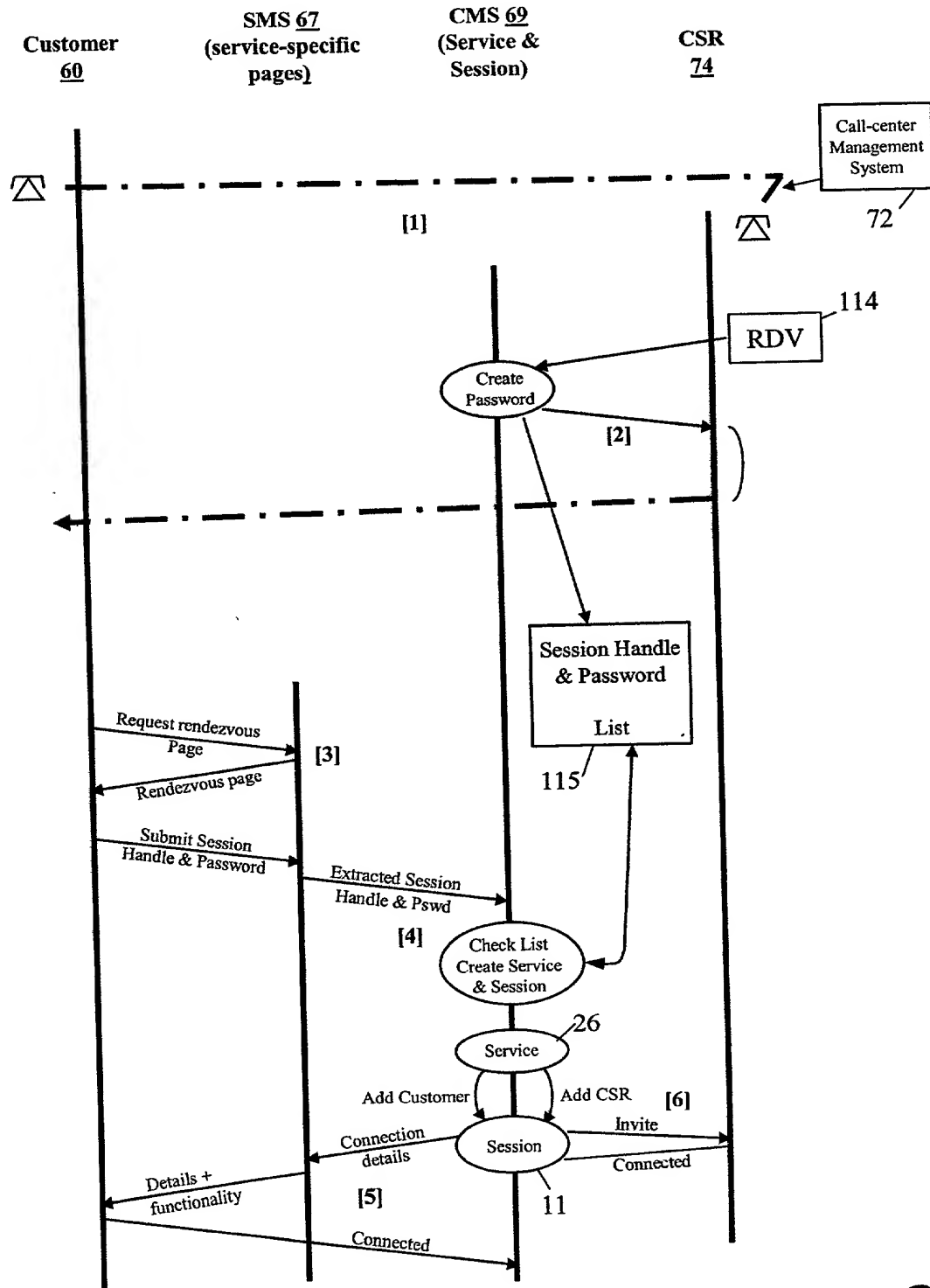
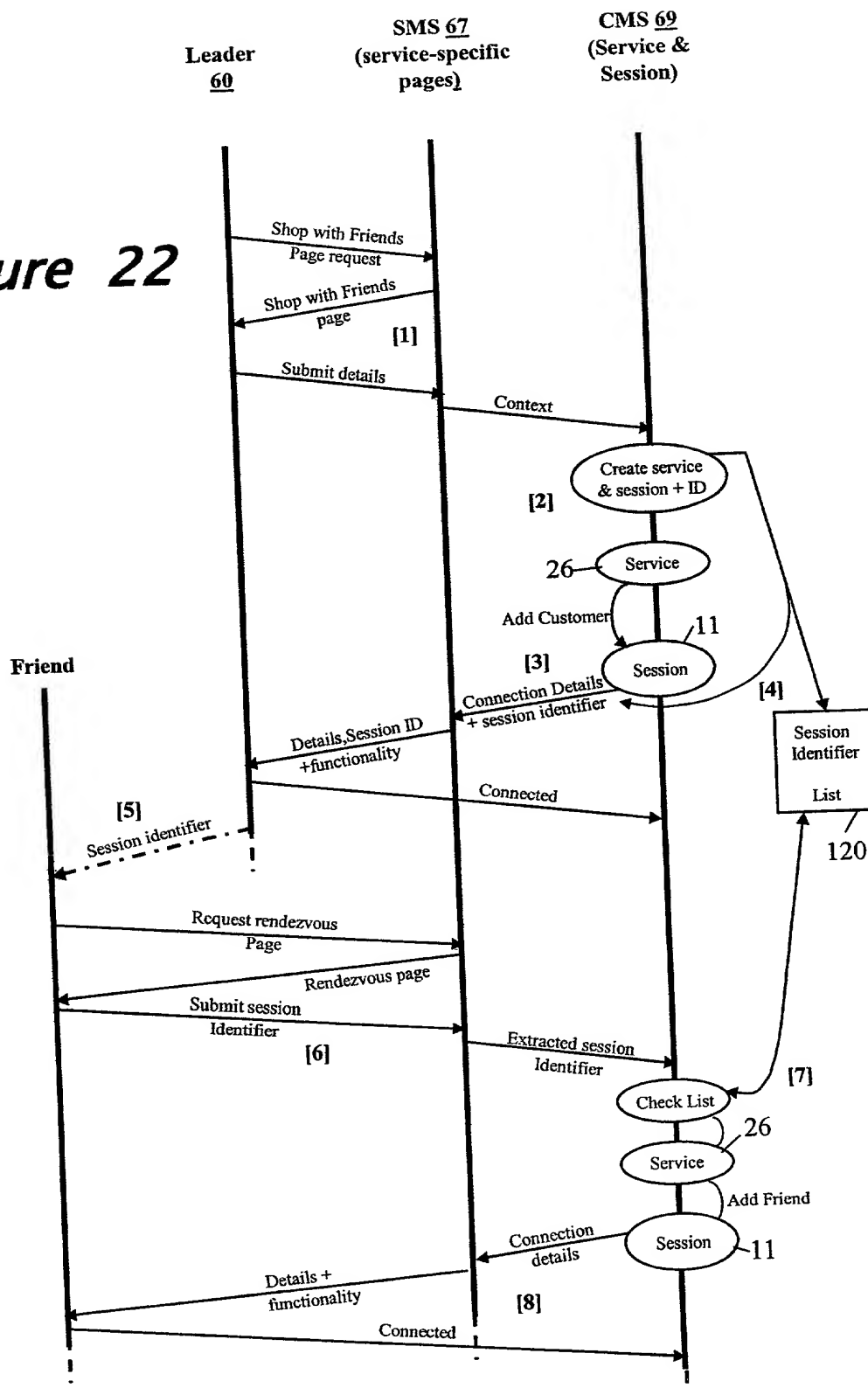


Figure 21



**Figure 22**



106101-5542650

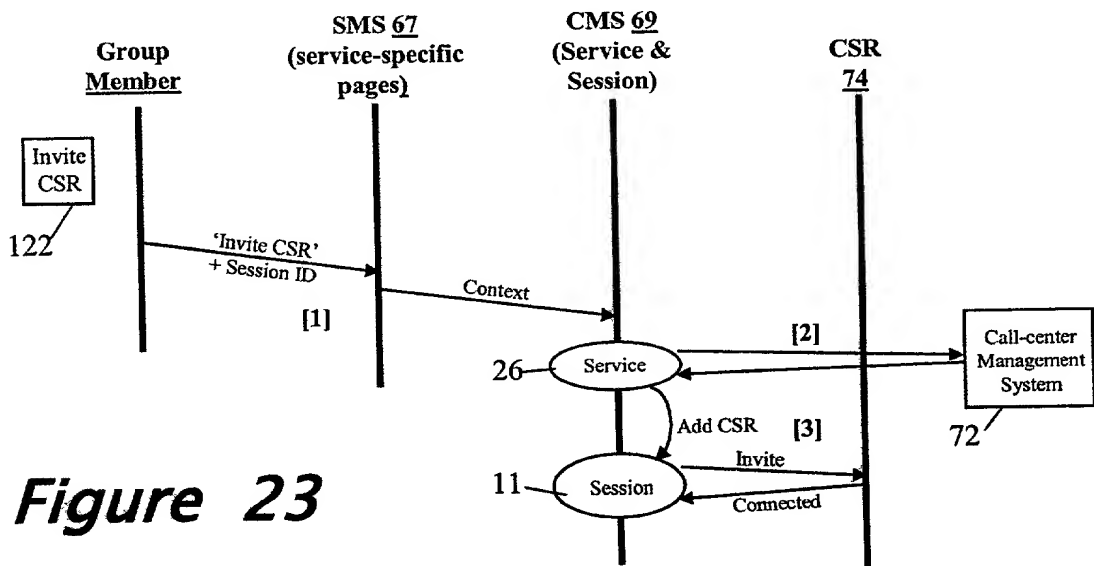


Figure 23

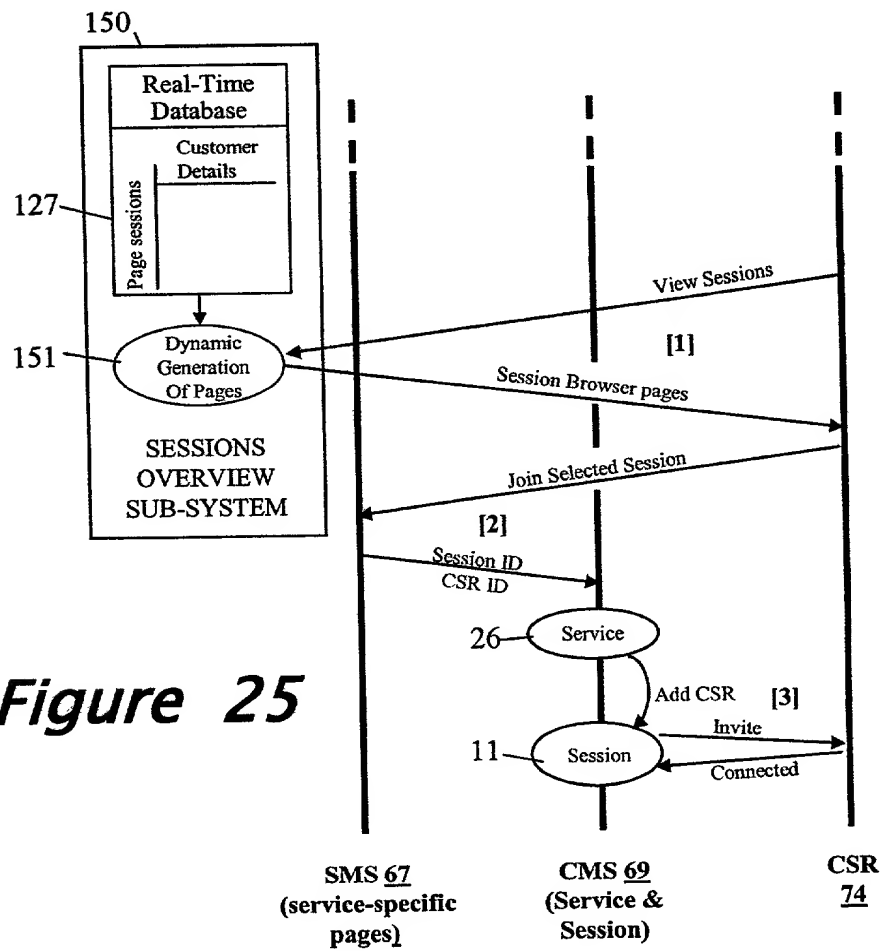


Figure 25

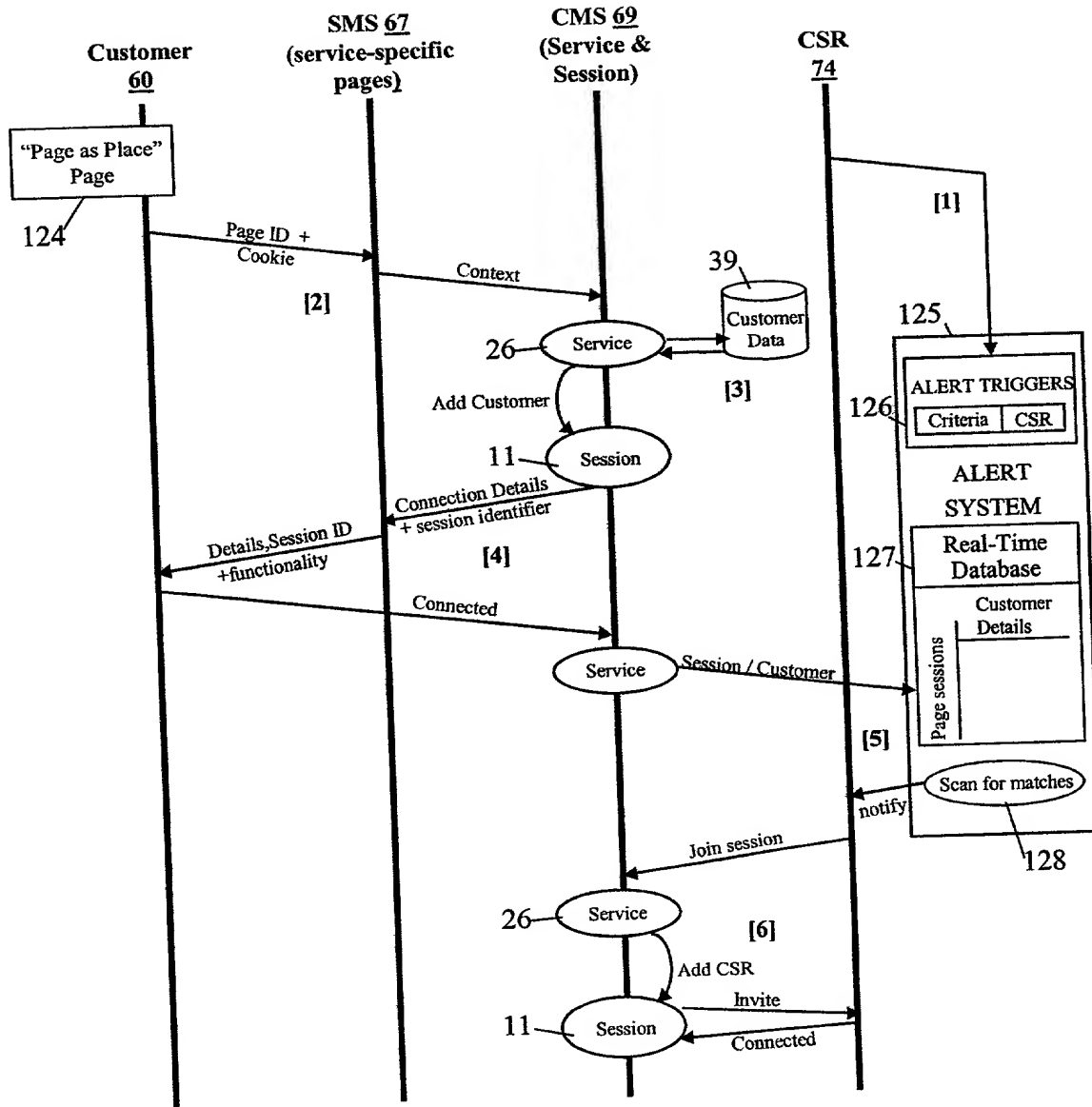


Figure 24

FIG. 26

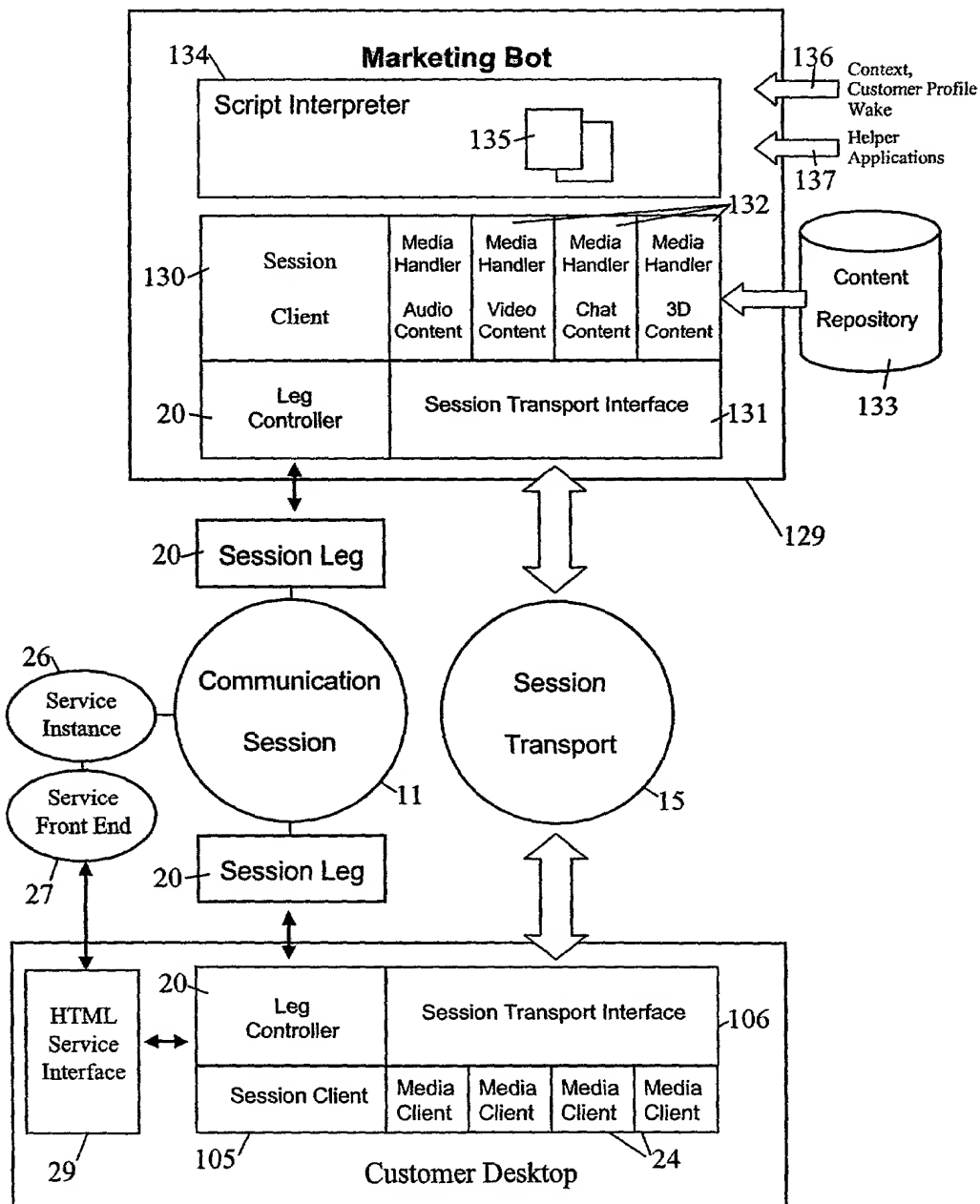


Figure 26

FIG. 27

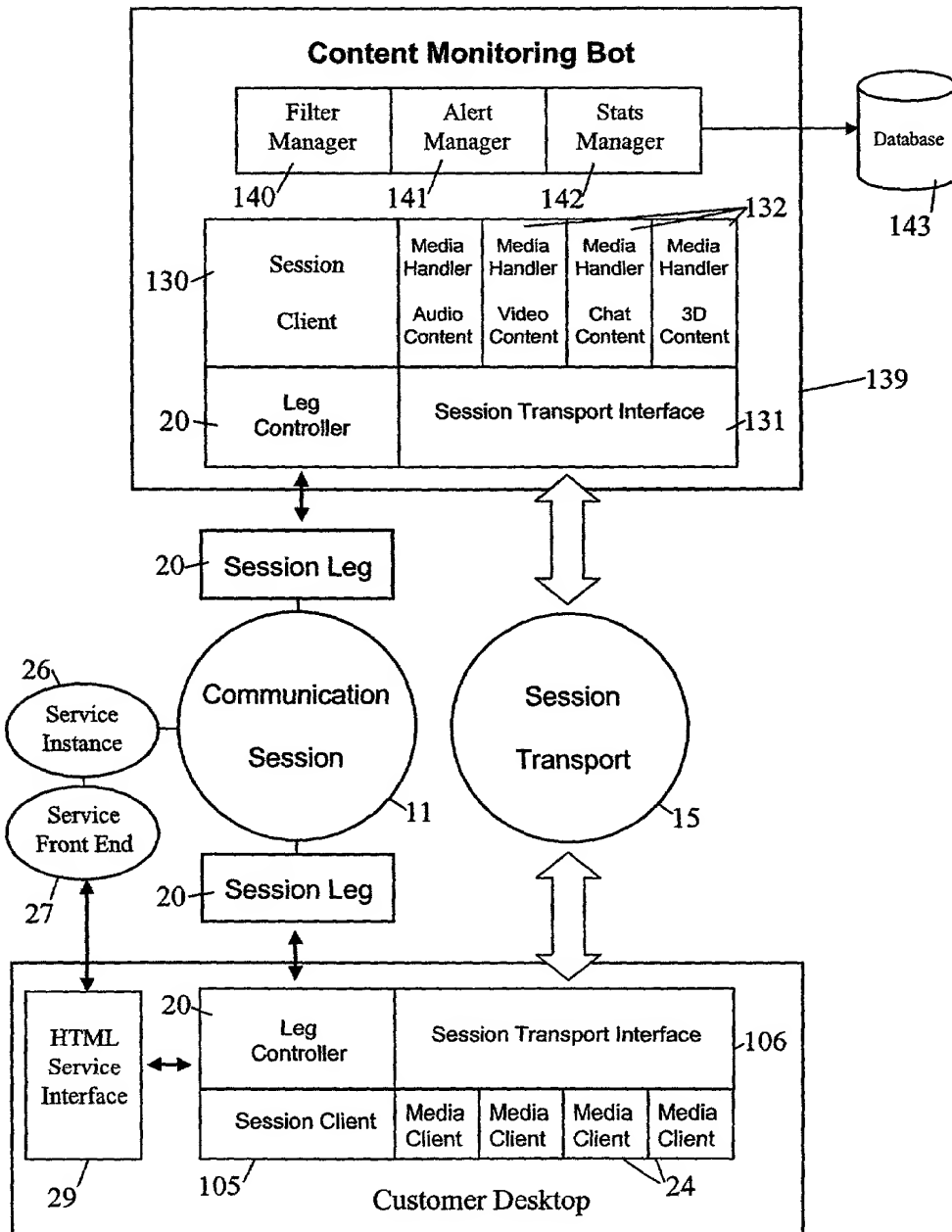


Figure 27